

News from HIPAA & Medicaid

AN IMPORTANT MESSAGE FOR THE BILLING STAFFS OF HEALTH-CARE PROVIDERS:

WASHINGTON MEDICAID PROGRAM SCORES HIPAA TOUCHDOWN WITH “END ZONE-TO-END ZONE” ADJUDICATION OF TEST CLAIM

OLYMPIA, Wash. –Medicaid’s HIPAA Project testers did not spike a test claim in the end zone of the Medicaid Management Information System (MMIS) this week. But some celebration was certainly justified. On Monday, September 15, Medical Assistance Administration testers moved the first two batches of HIPAA-compliant claims all the way through the system and saw the claims adjudicated – i.e., processed and paid – out the other end.

That was not the only HIPAA score for the week. Internal testers repeated the successful outcome with all three kinds of 837 billings -- physician claims, dental claims and institutional (hospital) claims. In addition, they verified that the process worked for all three points of entry: 1) Through asynchronous dialup 2) through the modem used by WINASAP; and 3) through the Web Portal, which uses the vast capacity of the Internet to transport Medicaid claims.

**MAA-HIPAA
Bulletin No. 5
September 19, 2003**

“It’s the first time we’ve actually tested the Washington State HIPAA solution for claims, seeing that a claim that enters the system at one end actually produces a payment at the other,” said Project Manager Scott Koura. “Up to this point, we’ve been limited to testing processes one component at a time. This week, for the first time, we put it all together. And it worked.”

WATCH FOR CLEARINGHOUSE LIST: By midweek there was more good news. One of the larger clearinghouses demonstrated its own success by running claims through the system to full adjudication. Within a few days, MAA and its vendor, Affiliated Computer Services (ACS), plan to start listing the names of submitters who have passed the different levels of testing. Watch for those postings on the Web page at <http://maa.dshs.wa.gov/dshshipaa>.

REMITTANCE FLYERS ARE TESTING REMINDER: Flyers in remittance envelopes this week caused a stir among some providers who did not receive a packet in August. If you need a packet, go to: http://www.acs-gcro.com/Medicaid_Accounts/Washington_State_Medicaid/Enrollment/enrollment.htm and download the four-part Provider material, follow the instructions, and send it in. Some pharmacists were misled by the remittance flyers into thinking they also needed to fill out packets. Not so! **Pharmacists only need to fill out those forms if they are submitting non-pharmacy (DME) claims.** Otherwise, pharmacists who want to test should call 1-800-365-4944 or use email at provider.relations@acs-inc.com (or see the detailed instructions in Bulletin No. 4).

CODE LIST BEING CORRECTED: A temporary and incomplete list of HIPAA code changes on the HIPAA Web site has been taken down for updating and correction. It should be reposted by the end of the month, and the updated list will have corrections noted. In the meantime, providers and submitters who need to check codes should check the updated billing instructions at <http://maa.dshs.wa.gov>.

NOTE: Washington State is modifying its current Medicaid Management Information System (MMIS) computers to handle the new HIPAA-compliant claims. But Medicaid is not turning off its current claims-handling process, so Washington providers will have a backup if their HIPAA claims run into difficulty. MAA also advises against reverting to paper claims, because the processing takes longer and will delay the entire claims-reimbursement system.

HIPAA HELP (Save these contacts):

- **Affiliated Computer Services (ACS)** hot line for technical testing questions on software or ACS EDI GATEWAY SERVICES: 1-800-833-2051
- **DSHS HIPAA Web site** for free software and HIPAA-compliance information:
<http://maa.dshs.wa.gov/dshshipaa>
- **Federal HIPAA compliance site**, with practical advice for providers and the answers to frequently-asked questions (FAQ): <http://www.cms.gov/hipaa>
- **Executive summary of MAA's HIPAA compliance plan:**
http://maa.dshs.wa.gov/dshshipaa/attachments/pdf/HIPAAExecSummary_012804.pdf
- **ACS EDI Gateway, Inc.:** http://www.acs-gcro.com/Medicaid_Accounts/medicaid_accounts.htm
- **POS:** Email provider.relations@acs-inc.com or call 1-800-365-4944 to get in contact with customer service representatives and set up testing. Information is also available on the ACS Web site at: <http://www.acspbmhipaa.com>
- **SPECIAL POS SUPPORT:** Randy Stamp (randy.stamp@acs-inc.com)

HUMAN CONTACT:

Chris Johnson, HIPAA Contingency Planning, 360-725-1239

Bob Burlingame, HIPAA Provider Testing, 360-725-1256

Becky Boutilier, HIPAA Communications Manager, 360-725-2129 (boutibm@dshs.wa.gov)

Jim Stevenson, MAA Communications Director, 360-725-1915 (stevej2@dshs.wa.gov)

Send email questions to hipaacomunications@dshs.wa.gov

HELP A COLLEAGUE:

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